



Platicamos-ARMA

Northern New Mexico Chapter



March 2003 Issue

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Presidents Message Sherry L. Guthrie



Recently, I attended a morning-long seminar organized by Steve Adams from the NARA office. The topic was on *Setting up an Electronic Records Management Program*. This seminar was free and the timing, especially for me and I imagine quite a few of us, was perfect. Too often, we have no input on electronic business process or work flow systems at the beginning, and we are often asked to attempt to pull records from legacy systems.

The speaker, Phillip Bantin, the archivist from Indiana University, stressed the importance of being included in at the beginning of the design process, and clearly defined the requirements that are necessary for an electronic records management program. See article on Page 7.

March has some great activities for ARMA members: Our Board meeting is in Los Alamos on March 6, from 11:30 - 1 pm at my office at ARES Corporation, on 555 Oppenheimer Rd. All members are invited, both to see the offices & to attend the Board meeting.

Also, Lent starts on March 5, with Ash Wednesday-this presupposes

that you all survive any Mardi Gras activities you may attend. On March 17 & 18 (yes, St. Patrick's Day is the first day of the seminar-so expect green everywhere). The Rio Grande Chapter will present a seminar with a very long title: *Records and Information Management Programs require Accessibility, Security, Accountability and Leadership in Today's Environment*. It sounds very interesting & features Jim Coulsen, and Eugenia K. Brumm, a couple of very knowledgeable people in our field. The web site address to pull down a copy of the brochure is:

<http://www.armariogrande.org/Events/Spring%20Seminar2003.pdf>

Finally, we'll have a membership meeting at I MAGI C Business Solutions in Espanola, on March 20, where Liddie Martinez from I MAGI C will present "The Value of Networking". Liddie is the perfect person to be making this presentation since she is a member of several boards both in New Mexico and outside of New Mexico and truly understands the "value of networking".

Well, I hope you all have a happy March and I look forward to seeing you at the meetings. Meanwhile, remember to share, learn & grow.



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Board meeting - March 6, from 11:30 – 1 pm
ARES Corporation, on 555 Oppenheimer Rd.
Membership meeting March 20, at the Mesa
Library in Los Alamos.

AGENDA

March NNM ARMA Membership Meeting
March 20, 2003

1. Call to Order
2. Roll Call
3. Determination of Quorum
4. Recognition of Guests
5. Adoption of Agenda
6. Approval of February Minutes
7. Approval of Reports
 - a. Treasurer's Report
 - b. Membership Report
 - c. Other Reports
8. Unfinished Business
 - a. April RIM Month Activities
 - b. Progress on Ristra Rewards Totals
 - c. Decisions re: Stephanie Trott
9. New Business
 - a. Family Activity During July
 - b. COTY
 - c. Upcoming Elections
 - d. Other
10. Presentation by IMAGIC personnel on "The Value of Networking"
11. Announcements

April Board Meeting, 11:30 – 1:00, April 3, 2003, at
ARES Corporation, 555 Oppenheimer Drive in Los Alamos.
April Membership Meeting, 11:30-1:30, April 17, 2003 at
the Mesa Public Library in Los Alamos
12. Adjournment

Mission Statement

To Advance and Promote Records and Information Management (RIM)
by sharing professional knowledge and exchanging experience and information.

CRM CORNER

Sherry Guthrie, CRM

Continuing on with our series about taking the CRM Exam, here are some questions that might appear on Part II, Records Creation and Use.

Exclusive of executive offices, three out of every four records are

- a) directives
- b) forms
- c) letters
- d) reports

The most expensive type of record created in most organizations is the

- a) form
- b) letter
- c) memorandum
- d) report

In volume, the two most significant portions of an organization's records are

- a) correspondence and forms
- b) memoranda and date
- c) reports and forms
- d) reports and letters

The facilitative area of a form does not include the

- a) instructions for filling in information
- b) information requested
- c) form title
- d) routing instructions

The overall purpose of a forms management program is to

- a) design each form so that it will perform its purpose efficiently
- b) establish a system of forms stock control and replenishment

- c) reduce labor, material, and storage costs
- d) specify the most economical methods of forms production

In terms of salary costs, which of the following is the most costly method of creating a letter

- a) form letter
- b) guide letter
- c) machine dictation
- d) steno dictation

The Gunning Fog index is a formula that is used to measure

- a) accuracy of the reports functional index
- b) accuracy of written communication
- c) reading difficulty of written communication
- d) none of these

Decisions, resolutions, and pronouncements of the issuing organization are contained in the

- a) administrative procedures manual
- b) operating procedures manual
- c) organizational manual
- d) policy manual

The types and number of topics or categories of information included in the records management manual should be determined by

- a) the Records Manager
- b) the organization's policy manual
- c) the scope of the organization's records management program
- d) top executive of the organization

How did you do? Want to learn more? Contact me, at 505-661-6390 or sguthrie@arescorporation.com

Answers are on Page 5.

County Clerk Office Operations
Within New Mexico
By Joseph V. Valdez, II

Rebecca Bustamante, Santa Fe County Clerk, provided ARMA members with information on the responsibilities and records that are maintained by county clerks' offices within New Mexico. Her presentation was given during the program portion of the Northern New Mexico Chapter meeting on Thursday (February 20, 2003).

Ms. Bustamante indicated that according to New Mexico statute, no one may hold a county office for more than two (2) consecutive four (4) year terms, or eight (8) years. There are, however, some county clerks and other county officials within this state who alternate terms with their deputies, and after a four (4) or eight (8) period run for that office again.

Ms. Bustamante continued by stating that all county clerks should be members of the Association of Records Managers and Administrators (ARMA), given the important records that the county clerks are responsible for maintaining, including election records. County clerks are involved with two (2) to eight (8) elections a year, depending on whether it was an even or odd year. On even numbered years, for example in 2000 and 2002 *anno Domini* (A.D.), county clerks were involved with primary and general elections for county, state, and federal government offices, as well as municipal elections. Municipal elections for most municipalities within New Mexico occur on the first Tuesday in March. On odd numbered years, 2001 and 2003 A.D. for example, county clerks are involved with school board, plus school and county bond elections. According to Ms. Bustamante, county clerks are always involved with elections, which are closely scrutinized. If something goes wrong or "if you mess up, you'll hear about it."

Another set of important records main-

tained by the county clerk's office are the incorporation records of municipalities. On this subject, Ms. Bustamante informed the group that many people do not understand this concept: "If someone lives within an incorporated municipality, they are still residing within whatever county the municipality happens to fall within, and are therefore also residents of that county." She went on to provide the group with a brief history of the municipal incorporation of Edgewood, New Mexico and stated that the incorporation process for this municipality needed to be redone. The reason for redoing the incorporation process is as follows: The founding fathers of Edgewood structured the municipality's incorporation in such a way that residents of the proposed municipality were afforded the decision on an individual by individual basis as to whether they were going to be a resident of this incorporated municipality, as opposed to a favorable majority vote for incorporation by the residents which is the method that has been typically used within New Mexico to determine the incorporation of a municipality. Hence, the methods used by the good people of Edgewood have created a problematic condition whereby people that are living within the boundaries of the Edgewood municipal government are not residents of the incorporated municipality, while their neighbors living next to them are residents of the incorporated municipality. To date, municipal residency is dependant upon whether you opted for incorporation at the time that the door-to-door methodology of incorporation was decided, or if a resident has since then elected to become a resident after initially indicating that they were not interested, and has subsequently conducted whatever operational procedures the Edgewood municipal government has in place for those wishing to become municipal residents.

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The answers are: b,d,a,b,c,d,c,d,c

Local Talent

Photography records the gamut of feelings written on the human face, the beauty of the earth and skies that man has inherited and the wealth and confusion man has created.

Edward Steichen



Photo by Toni Mann
NNM ARMA Member

Contributions or gifts to the Association of Records Managers and Administrators, Inc. are not charitable contributions for federal income tax purposes."

Continued from page 4

County clerks within New Mexico also maintain important land records pertaining to liens, release of liens to property, and the plats of land within the respective county. On this note of important records, Ms. Bustamante told the group that the Santa Fe County Clerk's Office has a document that Abraham Lincoln had signed. With respect to documents pertaining to land, and despite the importance of these records, Ms. Bustamante informed the group that one of the greatest challenges besetting her office and its operations are those issues that pertain to the recordings of property and the dealings she has encountered with real estate companies concerning deeds and real estate records. Some of these companies want property transactions to take place with font sizes smaller than point 10, which are difficult to read under any circumstance but become even more difficult to read after being transferred to microfilm, and then back to paper whenever the need for another real estate transaction should arise.

Additionally, the county clerks' are responsible for the maintenance of probate records and marriage licenses. With respect to the latter, Ms. Bustamante indicated that there should to be a centralized management system for this information within this state for the following reasons: people do not always remember what county they were married in; and as these are important public documents that are sometimes used to establish the claims on wills.

Given all of this and the great historical value that many of the records contain, it is little wonder that county clerks and their staff are also sought out by those conducting genealogical research. Finally, Ms. Bustamante concluded her presentation by informing the group that her office officially closes at 4:00 p.m., but that her staff generally works until 6:00 p.m., conducting work and recording all these transactions that occur on a daily basis.



From the Desk of the Editor

Sally Olguin



Let's talk about how regulations and requirements are valuable resources in developing a records program. In every seminar that I have attended lately, the speaker has stated, "Do your homework" and "know your organization's business." For example, knowing your organization's business processes is the beginning of developing well-written records series, which will eventually become the retention schedule that the organization will follow. During the latest seminar, Phillip Bantin went as far as to recommend that taking a course and/or reading a text book as a positive step toward becoming a valuable resource to your organization. Although Bantin may have been speaking about electronic systems, we can certainly apply this to our current practices.

In another seminar, John Phillips recommended that we get to know our organization's business processes intimately, which would ensure the development of an effective records management system. So let's do our homework: Here are a few steps that I follow when moving into a new organization to develop a records program.

- **Read, Read and Read:** Find out what the organization does for a living. What regulations do they follow both internal and external. Usually, all organizations must comply with one or more state, or federal requirements and regulations. Find out what they are and look for the identified records retention within these regulations.
- **Talk-the-talk:** When meeting one-on-one with team members. It is important that the personnel, who create the records, trust you and understanding their work is an effective method for gaining that trust.

- **Get Nosey:** Get into their business and find out what the work processes are to figure out how the organization works, which means you will have to read their procedures and processes. Do not panic because this effort will be helpful in understanding the flow of records that must be placed into the records system.
- **Test the System:** What is the current state of the records program. Do they even know that there is a records system in place and if so, do they use it: are they auditable.
- **Get a champion:** To assure that you get the support from all players in the organization you will need a bully on your side, preferably the boss. Check in with your champion regularly to make sure you are on the right track because the train will derail if you are not watching closely.

Yes, this will take a little more time, and the extra time will be well worth it. Most of the time will be spent in the planning stages, which is where the true records program decisions will be made.

Developing filing systems and creating records series, are the easy part and will flow if the planning stage is successful.

I am sure that you can all agree with the statement, *developing a records management system for an organization cannot be completed in a day.*



RIM "NUGGETS" FROM A SEMINAR ON

Implementing an Electronic Records Management Program

Presented by Philip C. Bantin, Indiana University Archivist on February 25, 2003

Submitted by Sherry Guthrie

- Our goal is to tell system designers what types of functionality need to be created or designed into a RIM system. Our goal is NOT necessarily to tell system designers how to translate these requirements into automated solutions.
- Most commercial Records Management Applications (RMAs) require you, the user, to set up a classification system. This does NOT come with the system and can often be an insurmountable hurdle.
- Use the DOD Standard 5015.2 when citing requirements for an RMA. Read it. If you understand it, you will be much better qualified to talk to IT people about your needs.
- Data has accumulated over the 15-20 years that computers have been around. After about 2 to 3 years, it no longer gets managed by IT folks. It gets downloaded, or copied to a back-up tape, or saved to a different media. It is the RM job to manage the data over the life cycle so we must step in & make sure the data is still accessible. What would you tell a system designer about accessibility to the data on the system 30 years from now?
- Metadata is very important – The essence of a record, and what distinguishes it from other type of digital objects, is the existence of critical metadata defining content, context and structure. Our job is to identify this Recordkeeping Metadata and define at what level it will be applied.
- For a successful system: State the requirements up front on the following components: Compliance; Records Capture; Classification Scheme; Authenticity; Audit Trails; Metadata; Security and Control; Retention and Disposition; Preservation Strategies, Backups and Recovery; Access and Use; Documentation on the Program.
- Some good internet cites for more information:
 - <http://www.cornwell.co.uk/moreq>
 - <http://jitc.fhu.disa.mil/index.htm> (DOD Std 5015.2)
 - <http://www.indiana.edu/~libarch/er/> (Philip Batton site)